

# The Link

Quarterly Activity Report  
January - March 2004



<http://labor.ky.gov/dwc>

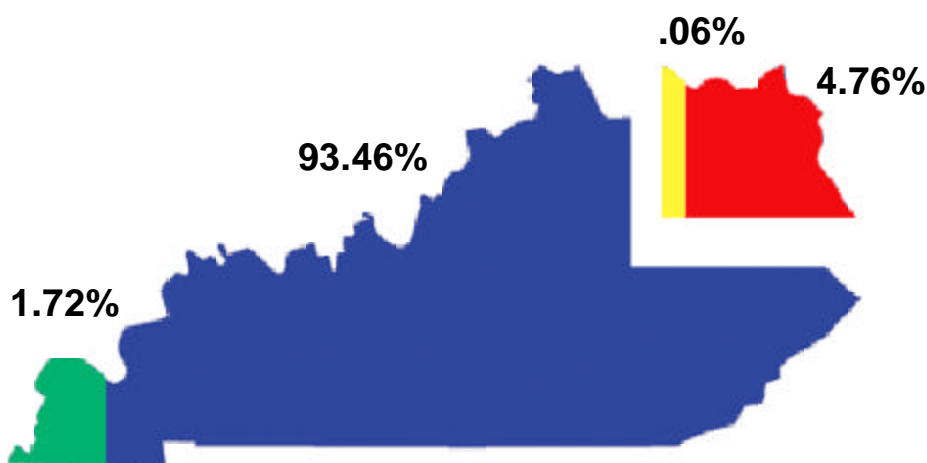
## A Closer Look at Injuries and Claims in State Government

In response to Governor Fletcher's announcement to institute workplace safety procedures to reduce injuries, and the resulting excessive workers' compensation claims in all Cabinets of state government, research staff within the Office of Workers' Claims set about the task of analyzing and comparing lost time injury and claims data for state government employees with Kentucky's entire workforce of 1,973,229 people.

During fiscal year ending June 30, 2003 the Office of Workers' Claims received 35,016 lost time first reports of injury which indicates that approximately 1.8% of Kentucky's entire workforce (excluding agriculture) incurred work related injuries. Of these, state government comprised 3% or 1,087 incidents. In order to glean meaningful data on which safety programs and prevention initiatives could be developed, the OWC limited its initial

research to the same group of state workers upon which previously published articles based their findings. To understand why this is significant, it is first important to acknowledge that not all state agencies are covered under one Kentucky State Government umbrella. In fact, for workers' compensation insurance purposes, Kentucky State Government employees are covered through two self-insured groups, the Transportation Cabinet and the Commonwealth of Kentucky. The latter is administered through the Department of Personnel. Thus, for the purpose of this research effort OWC has relied on the Department of Personnel's Loss Report for establishing state

### Distribution of Injuries Reported to the Office of Workers' Claims Fiscal Year 2002-03



- Uninjured Kentucky Workers (Non-State)
- Kentucky Workers with injuries reported to OWC (Non-State)
- Uninjured State Government Workforce
- State Government Employees with injuries reported to OWC

## KRS 342.640(3)

***Every person in the service of the state or any of its political subdivisions or agencies, or of any county, city of any class, school district, drainage district, tax district, public or quasipublic corporation, or other political entity, under any contract of hire, express or implied, and every official or officer of those entities, whether elected or appointed, while performing his official duties shall be considered an employee of the state. Every person who is a member of a volunteer ambulance service, fire, or police department shall be deemed, for the purposes of this chapter, to be in the employment of the political subdivision of the state where the department is organized. Every person who is a regularly-enrolled volunteer member or trainee of an emergency management agency, as established under KRC Chapters 39A to 39E, shall be deemed, for the purposes of this chapter, to be in the employment of this state. Every person who is a member of the Kentucky National Guard, while the person is on state active duty as defined in KRS 38.010 (4), shall be deemed, for the purposes of this chapter, to be in the employment of this state.***

government workforce numbers and work related injuries.

On July 11, 2003 the Office of Workers' Claims received the Department of Personnel's Loss Report which indicated they covered 95,000 employees (4.8% of Kentucky's workforce) and recorded 3,560 injuries for fiscal year ending June 30, 2003. In reviewing the employers which comprise the Commonwealth's workforce, numerous entities listed under the state's program are not typically thought of as state administered but are more often considered under local or community control such as volunteer fire departments, volunteer ambulance services, community and technical colleges, state universities (excluding UK and U of L), hospitals, and county sheriff's offices. It may be difficult to make safety recommendations and deploy accident prevention programs within this expanded group of state employers who may perceive their only affiliation with state government as a marriage of convenience in order to secure affordable workers' compensation coverage.

The Department of Personnel's Loss Report indicated that 411 injuries resulted in no benefit payments; 29 injuries received payments ranging from one (\$1) to five (\$5) dollars. The remaining

3,120 accidents received compensation in varying amounts. For the 95,000 lives covered, \$1,861,095 in indemnity benefits was paid during FYE 2003, an average payment of \$19.60 per covered life or \$591 per worker, if only those injuries listed as having received compensation are considered.

Depending on the reporting agency, "claims" may or may not result in payment of benefits. Accident reporting requirements as well as the definition of a "claim" often differs between state and federal agencies, and workers' compensation insurance administrators. For example, an employer's first report of injury must be filed with the Office of Workers' Claims only if an employee misses more than one day of work as a result of his/her injury. This constitutes a "first report", however; in the insurance/self-insured community this would be considered a "claim". At the Office of Workers' Claims, not every injury results in compensation or a claim being filed. Claims result only in cases where there are disagreements that cannot be resolved (i.e. contesting payment of benefits, a question of extent of disability).

During fiscal year 2003, the Office of Workers' Claims received electronically 1,087 lost time first reports of injury for employees of the Commonwealth. Sixty-seven (67) resulted in agreements, one (1) received an award, two (2)

were dismissed, 23 are currently pending, and 994 remain accident reports only. State hospitals (227), State universities (122), Department of Corrections (86), State Parks (73), Veteran Centers (61), Department of Juvenile Justice (36) & State Police (36), State Fair Board (24), Administrative Offices of the Courts (23), Community Colleges (22), and Military Affairs (20) comprise the top ten state government employers with the greatest number of lost time injuries.

From first reports submitted by the Commonwealth, nature of injury and occupation data was compiled for the past four fiscal years. Nature of injury trends mirror those reported by private sector employers, which identify strains, sprains, and contusions among the top five accident types. Occupationally speaking, Nursing Aides, Orderlies and Attendants, Administrative Support Occupations, Correctional Institution Officers, Firefighters, Health Aides, Social Workers, Janitors and Cleaning Staff, Laborers (except construction), Police and Detectives, and Management related occupations comprised the top ten list of occupations reporting lost time injuries.

Heightened awareness is the first step towards workers' safety and injury prevention not only for those employed by the Commonwealth but for all of Kentucky's workers.

## Spotlight on State Parks

During the fiscal year ending June 30, 2003, there were 73 lost time injuries reported to the Office of Workers' Claims (OWC) on behalf of Kentucky's State Park workers. Strains, sprains, lacerations, and burns were among the leading accident types. Currently, only six park employees have filed formal applications or agreements associated with their FYE 03 injuries. Of those, two (2) cases have been assigned to ALJs within the Office of Workers' Claims, one (1) award has been rendered, and three (3) agreements for compensation have been approved. Provided below is a chart, which depicts the number of injuries/claims, filed at each state resort. Those Kentucky Parks not listed did not file any lost time injuries during FYE 03.

Barren River Lake	1
Buckhorn	1
Carter Cave	3
Cumberland Falls \$	6
Department of Parks*	17
General Butler	5
Jenny Wiley	3
Kenlake	4
Kentucky Dam Village*#	8
Kincaid Lake	1
Kentucky Horse Park*	6
Lake Barkley	5
Lake Cumberland #	3
Natural Bridge	3
Pennyrile Forest	3
Pine Mountain	1
Rough River Lake	3



\$-Award Rendered, \*- One Agreement Approved, #-Claim Assigned

# Quarterly



# Statistics

## QUARTERLY ACTIVITY

Lost Time First Reports of Injury	9,747	Dismissals	147
Claims Assigned	1,159	Re-openings (medical)	117
Pre-litigated Agreements	585	Re-openings (overruled)	20
Awards	344	Re-openings (sustained)	80
Agreements	847	Re-openings (motion docket)	161
Appeals (to Court of Appeals)		37	
Appeals (to Supreme Court)		13	
Appeals (to the Board)		210	

## Distribution by Body Part (Top Ten)

### Claims

Lower Back	277
Multiple Body Parts Including Systems	208
Lungs	84
Knee	78
Disc	53
Ears	45
Wrist	41
Multiple Upper Extremities	30
Soft Tissue	23
Multiple Trunk	22



### FROIS

(First Report of Injury)

Lower Back	1,893
Multiple Body Parts Including Systems	1,146
Knee	808
Shoulders	728
Wrist	510
Fingers	481
Hand	396
Ankle	394
Abdomen Including Groin	355
Foot	277

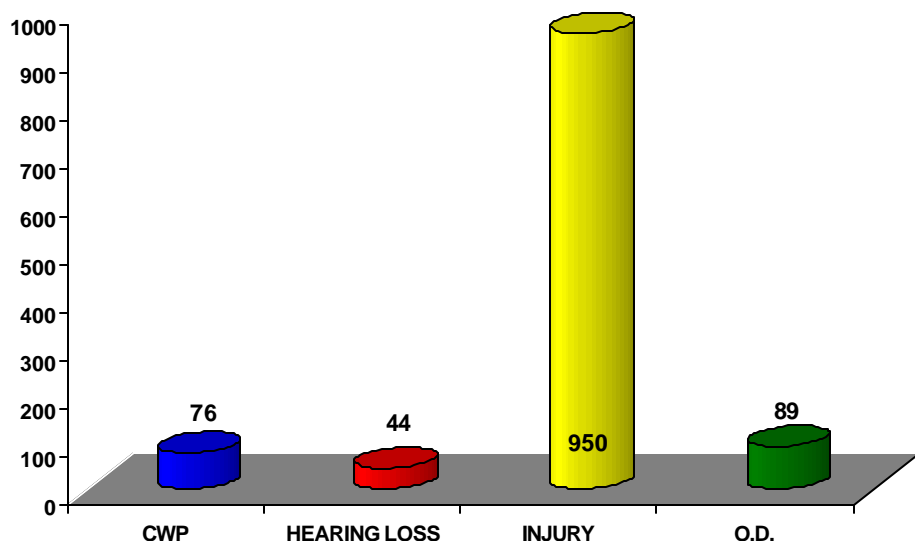


# Quarterly



# Statistics

**Distribution of Claims By Type**



**Top 10 Causes of Injury Claims**

Fall or Slip	210
Lifting	181
Strains or Injured by	92
Motor Vehicle	90
Absorption/Ingestion	88
Repetitive Motion	75
Pushing/Pulling	67
Falling or Flying Object	51
Continual Noise	28
Other Injury (NOC)	25

**Distribution by Industry**

	Claims	First Reports
Agriculture, Forestry, Fishing	9	93
Mining	242	483
Construction	113	903
Manufacturing	236	2,543
Public Utilities & Transportation	97	948
Wholesale Trade	34	330
Retail Trade	142	1,352
Finances, Insurance, and Real Estate	15	130
Services	211	2,308
Public Administration	43	355
Unclassified	17	302

## Division of Information and Research

**The Division of Information and Research** encompasses the Records Branch and Imaging Branch. The key responsibility of this Division includes compilation, storage and retrieval of data, and dissemination of information.

### The Records Branch

The EDI (Electronic Data Interchange) system, which is used by carriers and self-insured employers to electronically report data, has been used in Kentucky since 1996. Data transferred via EDI is monitored and coded by the EDI section within the Records Branch. This section has over 10,000 codes available for committing specific information about each injury which will later be used for tracking purposes and as system triggers for issuing statute of limitation letters based on the date of injury or last receipt of temporary total disability benefits. In the event a claim is filed on an injury or occupational exposure not initially reported, staff manually enter first report information from the application to ensure that the agency's records are complete and that there are

no workflow interruptions. Information compiled by this section is utilized throughout the office as the claim progresses through the adjudication process. In this reporting period the EDI section received 9,995 first reports, 692 of which were added manually into the office's information system, up slightly from last quarter.

The Data Entry Section within the Records Branch receives 90% of the documents filed with the Office of Workers' Claims (OWC). Employees are responsible for updating the Injury Status database with approximately 350 active status codes, 53 dispositions and over 100 variables all of which provide more details regarding the claim status. These codes are used by research staff to generate statistics, and by specialist to deliver immediate assistance to claimants, attorneys, employers and carriers. In this quarter Data Entry received 29,209 pieces of mail (pleadings, motions, responses, etc.), 8,869 orders from the Administrative Law Judges, 588 awards/opinions, and 867 docket orders, up significantly from last quarter. Each document requires human intervention and interpretation so that it may be put into the information system correctly.

The Research Section within the Records Branch conducts multifaceted specialized industry and injury research by collecting, reviewing and comparing data relevant to workers' compensation issues and Kentucky's Office of Workers' Claims. Research staff writes complex SQL queries to extract data from the SIMBA (Server Based System for Information Management and Business Applications) system. Staff is familiar with the 89 tables that are housed in the SIMBA database and all current and historical codes used by the EDI and



Data Entry sections. Employees of this section format reports to answer in depth open records requests and monitor agency, carrier and employer performance. This data is necessary to track the overall effectiveness of the program as well as specific areas of legislative interest.

In addition to monitoring the agency's statistical progress, the Research Section compiles, designs and edits office publications including the Quarterly and Annual Reports to the Governor, Workers' Compensation Guidebook, Retraining Benefits Posters, and Legislative Change brochures. These publications are vital in helping constituents and the



public to understand the complex workers' compensation system. All publications are produced for print as well as web publishing. This section also maintains information sharing agreements with other state agencies (Medicaid, Revenue, Retirement, and the Office of Insurance) and aids Administrative Services' Technical Support Section in maintaining data integrity.

**This quarter the Research Section** processed a variety of open records requests from a variety of outside agents such as Data Lister, Wise & Julian, West Virginia Workers' Compensation, Kentucky Comp Law as well as private individuals.

One inquiry in particular involved Coal Workers' Pneumoconiosis (CWP). Research staff conducted in-depth research of HB 348 in preparation for the legislative debate of HB 499.

Pursuant to KRS 61.872 (2), the Open Records Section responds to requests for claim and first report information. Requests are received from attorneys, insurance carriers, employers, Social Security Administration and the general public.

During this reporting period the Open Records Section filled 3,820 pre-employment inquiries, 4,426 written and 7 walk-in requests.

Additionally, pursuant to KRS 150.170, this section also verifies workers' compensation awards for the Department of Fish and Wildlife for individuals applying for free Hunting and Fishing licenses. 38 applications for hunting and fishing licenses were processed by the OWC during this quarter.

The Imaging Branch is primarily responsible for imaging and verifying all hard-copy documents, as well as indexing them into the optical and information systems. This equated to 63,248 documents or 479,138 sheets this quarter.

Additionally, imaging personnel complete all in-house microfilm requests, as well as update the Microfilm database with information concerning re-openings and consolidations. Retention and destruction of agency records is another function managed with the Imaging Branch. All document series are maintained in accordance with the retention schedule approved by the Department for Libraries and Archives.

## Division of Ombudsmen and Workers' Compensation Specialists Services

The Office of Workers' Claims is in the process of revising and updating the 2001 Kentucky Workers' Compensation Medical Fee Schedule for Physicians in accordance with KRS 342.035 (1), which requires that the same be done every two (2) years. A decision was made last year to delay publication from November until June 2004 in order to take advantage of the most recent CPT codes issued by the American Medical Association. To that end, a request for proposal was sent out to qualified vendors to bid on a personal services contract to produce the 2004 Medical Fee Schedule.

The firm of Milliman USA was the successfully bidder selected to produce the 2004 Medical Fee Schedule. This is the same firm that produced our 2001 Medical Fee Schedule. We are now in the process of circulating drafts of the various sections, reviewing and seeking comment from the medical community. The first full draft may be completed as early as next week. Publication of the 2004 edition is planned by the end of the fiscal year.

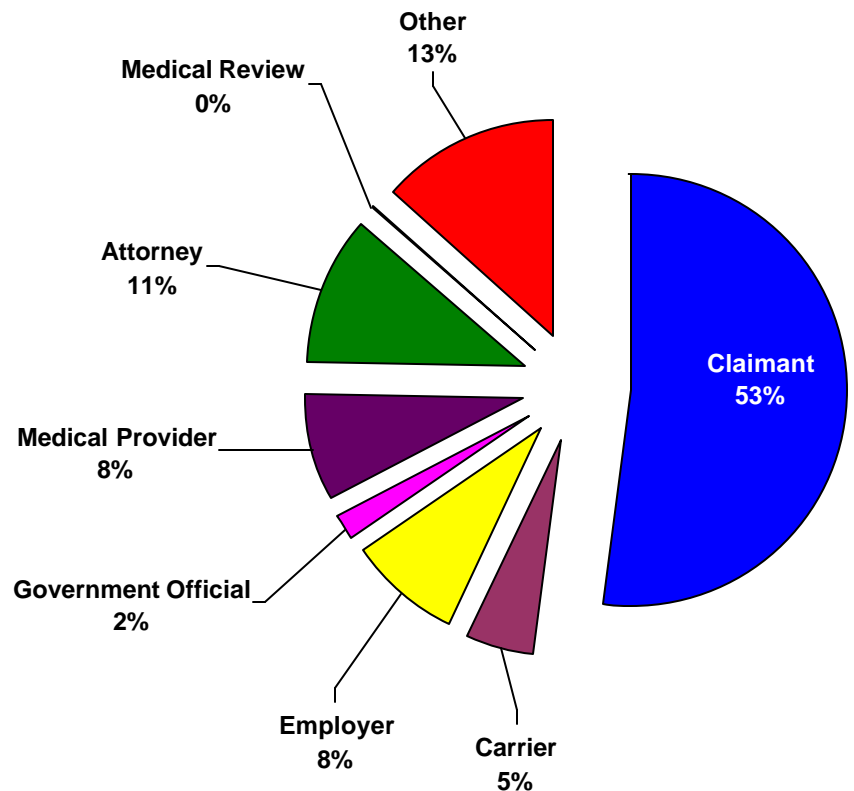
The Office of Workers' Claims is as well required to re-evaluate reimbursement mechanisms established by existing Hospital and Pharmacy Fee Schedules under 803 KAR 25:091 and 803 KAR 25:092. The Hospital Fee Schedule is updated annually by determining the "cost-to-charge ratio" of each hospital. The 2004 Hospital Fee Schedule, effective April 1, 2004, has been completed and published on our website. The new fee schedule has been set with increases adequate to keep pace with the medical consumer price index.

Workers' Compensation Specialists and Ombudsmen received over 3,883 requests for assistance this quarter.

The most common topics related to Rights and Procedures (2,294), questions regarding claim status (696), and Form Requests (357).

In addition to constituent services, 499 requests for mediation were handled by the Division of Ombudsmen and Workers' Compensation Specialists Services. Successful resolution of 228 mediated cases was achieved between January and March, 2004.

**Sources of Requests for Assistance**



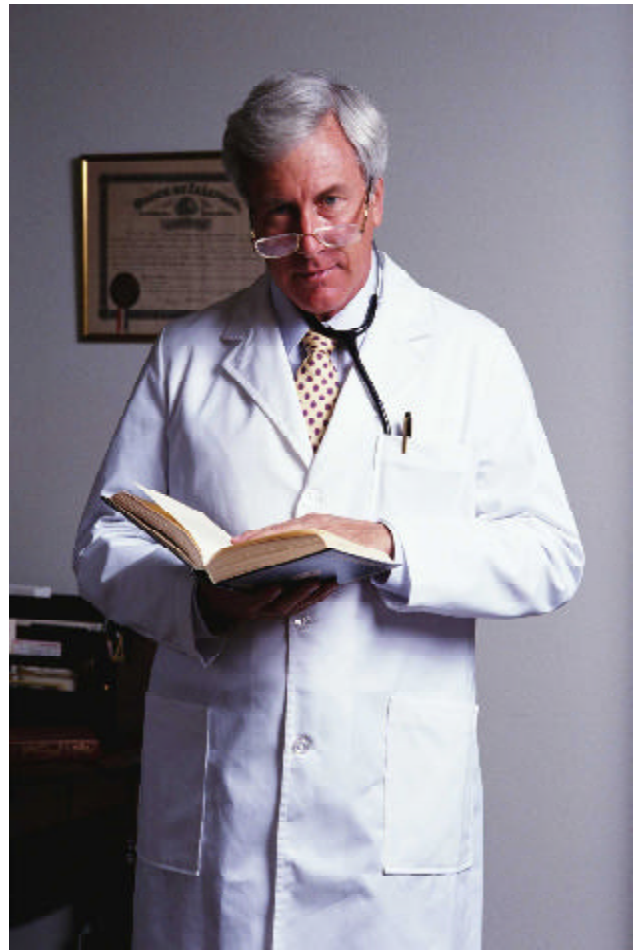


## Medical Evaluations

During this quarter, 90 medical evaluation reports were received from the University of Kentucky and the University of Louisville medical schools. The Department's medical scheduling staff received a total of 120 claims to be scheduled for evaluations at one of the university's medical schools.

Of the 120 claims to be scheduled, 88 involved hearing loss and 13 were injury related. There were six claims for fumes/chemicals and 6 claims for retraining incentive benefits (RIB). There were three claims for asthma, two claims for asbestos and two claims for black lung.

This division also processes all x-rays for CWP to "B" reader panels. The medical schedulers had combined x-ray shipment of 320 x-rays for this quarter. Of the total x-rays, 109 were at the first "B" reader level, 103 x-rays for a second "B" reader interpretation, and 108 submitted for a third "B" reader interpretation.



## Division of Claims Processing

The Claims Branch consists of the Claims Assignment, Agreement, Docket, and Case File Sections. The staff of all sections provides support to the Administrative Law Judges. On a regular basis, the staff provides information and assistance to claimants, employers, attorneys, court reporters, and insurance representatives concerning claim and agreement status as well as various other issues.

The **Claims Assignment Section** receives, processes, and assigns all new applications for resolution of claim and re-openings to the law judges. They schedule benefit review conferences and court reporter services for the judges. For the period January - March, the staff processed 1,339 new claims (86 were CWP claims), and assigned 1,409 new claims to the judges. Additionally, 263 motion docket cases were assigned to the judges

for a combined total of 1,672 cases assigned for benefit review conferences for May, June and July, 2004.

The **Agreement Section** receives and processes all agreements as to compensation filed on first reports of injury only (pre-litigation), motions for attorney's fee filed on first report agreements, lump sum settlement agreements, and requests for widow's benefits. They prepare the motions for submission to the Frankfort Motion Docket, attend the docket meetings, and process docket orders. The database is updated from all filings including agreements that are assigned to the law judges. For the period January - March 2004, they received 1,179 first report agreements, 298 attorney fee motions, 143 lump sum settlements, 893 approved agreements from the law judges, and 55 requests for widow's benefits.

## Docket Section

The **Docket Section** prepares motions in cases that have not been assigned to a law judge and places them on the Frankfort Motion Docket for a ruling by the Chief Administrative Law Judge (CALJ). The staff assigned 899 motions to 13 motion dockets. The specialist attended the docket meetings and recorded the rulings of the CALJ. The staff completed and processed the judge's orders.

### The Case Files

**Section** receives and processes motions to reopen, attorney fee motions, and miscellaneous motions in cases that have not been assigned to the law judges and prepares them for assignment to the Docket Section. The staff received 784 new motions and assigned a total of 767. The section processes documents and mail in cases that have been assigned to the judges and forwards accordingly. They audit files that have been returned to the Department by the law judges after final decisions have been rendered and the appeal time has expired. Total files returned for the period was 1,770.



## Appeals Branch

The Appeals Branch of the Department of Workers Claims processed 206 first time and five second time appeals during the third quarter of fiscal year 2003-2004.

The Workers Compensation Board ordered final disposition on eight claims, and no full board opinions were rendered. Board member Hon. Jonathan Stanley rendered 31 opinions, Hon. John A. Gardner, 33 opinions and Hon. Kent T. Young, 28 opinions.

Thirty-seven decisions were appealed to the Court of Appeals. Forty-three records were prepared and transferred to court by the Appeals Branch before March 31. The court rendered 37 opinions and ordered final dispositions in three cases. Fourteen claims went to the Supreme Court which rendered 15 opinions and six final dispositions.

## Administrative Law Judges

During this quarter, there were sixteen (16) Administrative Law Judges, one of whom was designated as Chief Administrative Law Judge. The sixteen Administrative Law Judges have offices in ten locations and hear cases at hearing sites in twelve cities.

The sixteen Administrative Law Judges held 1,347 benefit review conferences during the past quarter. During these conferences, the Administrative Law Judges presided over settlement negotiations, ruled on evidentiary disputes and identified contested issues. During this same period, 684 formal hearings were conducted and 573 opinions rendered. They also issued 24 decisions in claims on remand from the Workers Compensation Board, Court of Appeals and Supreme Court of Kentucky.

During the first quarter of 2004, five administrative law judges who were reappointed by Governor Fletcher were confirmed by the Senate. Those five judges are:

R. Scott Borders, Florence, Ky  
Originally appointed 1/1/02  
W. Bruce Cowden, Lexington, Ky  
Originally appointed 5/1/88  
James L. Kerr, Lexington, Ky  
Originally appointed 5/1/92  
Sheila C. Lowther, Frankfort, Ky  
Originally appointed 5/1/95  
Lawrence F. Smith, Louisville, Ky  
Originally appointed 1/1/02.

Additionally, Governor Fletcher appointed three new administrative law judges, who were also confirmed by the Senate. They are:

Marcel Smith, Lexington, Ky  
Appointed as of 1/1/04  
Howard Frasier, Bowling Green, Ky  
Appointed as of 2/11/04  
Grant Roark, Louisville, Ky  
Appointed as of 2/11/04.

These eight ALJs will serve terms which expire 12/31/2007.

## Office of General Counsel

Between January and March, the Office of General Counsel received 200 citation cases, five unfair claims practice cases, and five fraud cases with fines and penalties collected totaling \$57,193.00

The Office had continued involvement relating to Green Coal/Green Coal Construction Escrow Account.

The Office is in litigation with Appalachian Regional Healthcare et. al. v. KIGA, KGSIGF and Dept. of Workers' Claims, Franklin Circuit Court, No. 03-CI-1236. Coal Workers Pneumoconiosis Cases before the Court of Appeals: Cases challenging constitutionality of the pneumoconiosis statutes/regulations: George Brown v. Peabody Coal, William Stevens v. Peabody Coal, Edward Snyder v. Peabody Coal, Charles Belt v. Peabody Coal, and Garry Turley v. Peabody Coal. Cases involving challenge to statutory authority of black lung regulations: Cornelius Simpson v. Manalapan Mining, James A. Gordon v. Peabody Coal, Jimmy D. Smith v. Pressley Trucking Co., Joe Martinez v. Peabody Coal. Cases challenging pneumoconiosis statutes/regulations: Fultz v. Manalapan Mining, Gregory v. Pittsburgh, Tinsley v. Lodestar, Trader v. Peabody Coal, Ferrell v. Peabody Coal, Ratliff v. Peabody Coal, Stone v. Lodestar, and Patterson v. Peabody Coal. On Appeal to the Board: Henderson Electric litigation-CAN v. DWC.



# Division of Security & Compliance

## Self-Insurance

The Self-Insurance Branch periodically reviews the financial strength of individual self-insured employers, audits each self-insured group fund, and determines the surety requirements necessary to secure the benefits of the self-insured employer's workforce. Branch auditors utilize independent resources, including business periodicals, regional and national newspapers, Internet business sites and Dun & Bradstreet services to monitor the financial condition of self-insurers.

During this quarter, Self-Insurance staff focused heavily on retrieving and reviewing loss data and simulated premium calculations related to the individual self-insured companies. February 16, 2004 was the target date for electronic submission of the new loss data for the 2004 simulated premium and surety. Written instructions were provided to explain the data requirements for each mandatory report. Files posted on the Office of Workers' Claims (OWC) website assisted employers in the completion of this process and automatically performed the necessary calculations. Auditors reviewed the data submitted by the employers in order to test for mathematical accuracy and to confirm consistency with information reported previously to the OWC as well as to other governmental agencies.

### Self-Insurance Special Projects:

- Continuation of the group self-insurance examination of Forest Industries
- Research of surety and reserve issues related to black lung claims to reflect the impact of HB 348
- Program to identify employers experiencing loss reserve irregularities
- Continued oversight and audit of special pilot project involving three school systems whose goal is to determine feasibility of self-insurance for Boards of Education
- Review of companies that self-administer their claims to verify compliance with regulations
- Continued to provide assistance to the Kentucky Individual Self-Insurers Guaranty Fund Association (KISIGF) in the assessment for Kentucky Electric Steel
- Provided assistance to KISIGF as it reviewed the liabilities for Kmart pre and post March 1, 1997 and the proration thereof
- Review of the Kentucky School Board Insurance Trust (KSBIT) recovery plan
- Assistance provided to the Cooperative Self-Insurance Fund with the termination process and establishment of monitoring program
- Addition of several self-insurance documents to the OWC website

**Routine Self-Insurance Branch Activities** for this quarter include the following:

- Initial review of the 2004 simulated premium and surety loss data
- Completion of surety calculations and surety revisions
- Analysis, update and review of former self-insured coal and non-coal companies
- Utilization of A.M. Best ratings in evaluation of participating insurance companies
- Analysis of company financial statements
- Oversight of Third Party Administrators (TPA's) handling of claim payments for Beth Energy and New Horizons Holdings, Inc.
- Review of payments to LTV Steel for accuracy
- Preparation of re-certification dockets for self-insured employers



## Coverage

The Coverage Branch maintains proof of coverage information received from carriers and self-insured groups for each insured Kentucky employer. This information is submitted to the Coverage Branch through Electronic Data Interchange (EDI) and maintained in a master database eliminating the receipt of paper forms. The database documents policy coverage, cancellations, termination, lapse in coverage, and other important data.

Several options are being considered in order to streamline and improve the effectiveness of the automated coverage processes. A training program may be implemented in the near future in order to decrease the number of transaction errors submitted by carriers, and to facilitate communication. Recent changes in the automated processing system are expected to reduce the number of transactions that must be manually processed by Coverage Branch staff each day.

Transactions received and processed from all vendors for this quarter totaled 49,312 with an overall acceptance rate of 81% among all vendors. Kentucky Employers Mutual Insurance Company (KEMI), maintained the greatest overall acceptance rate among the vendors with an impressive 93% this quarter. One hundred fifty-six certifications of insurance were completed for claims purposes.

## Enforcement

The goal of the Enforcement Branch is to ensure that employers subject to the Kentucky Workers' Compensation Act acquire and maintain coverage for their employees. A team of compliance officers located throughout the Commonwealth investigate the status of Kentucky employer's insurance coverage to encourage voluntary timely compliance with those requirements. Support staff assist in this process by analyzing the data received from various sources, assisting with the documentation of reports made by the officers, and preparing citations against noncompliant employers.

During the first quarter of this calendar year, Compliance Officers throughout the Commonwealth made on-site investigations of 2,322 businesses and found 384 employers in violation of the Workers Compensation Act. As a result of these and also previous investigations, 131 citations were issued to noncompliant employers and \$112,174 collected in penalties. Enforcement statistics for this quarter are noted in the table below.

### Enforcement Statistics

	January	February	March	Totals First Quarter
<b>Investigations</b>	624	735	963	2,322
<b>Citations Issued</b>	84	0	47	131
<b>Penalties Collected</b>	\$25,145	\$41,900	\$45,129	\$112,174

# Administrative Services

The Office of Workers' Claims receives funding from an assessment levied on workers' compensation insurance premiums and simulated premiums on self-insurance employers, which is collected by the Workers' Compensation Funding Commission (KRS 342.122). The Office has expended 59.2% of budget for personnel totaling \$8,075,672.20. Also, 53.1% of budget for discretionary expenditures totaling \$1,758,793.33.

## The Technical Support & Design and Development Section

**The Technical Support & Design and Development Section** responds to all technical, networking and programming needs for the Office of Workers' Claims. Technical Support staff responded to 402 Helpdesk calls for the quarter. Staff did a random check of virus software to make sure updates were getting run. Staff updated Microsoft Security patches and updated (or verified that they were updated) all dat files on workstations and servers. Staff worked with GOT getting errors on FOT corrected. Staff worked with various users to install VPN software. Updated CPMS program. Made sure critical updates were loaded on all machines. Worked with GOT staff on SIMBA issues. Visited all field offices and updated machines to XP/XP Office. On a daily basis, worked with FileNet vendor on FileNet Capture 4.1 scanning issues. Staff updated FileNet on scanning machines and placed FileNet fixes on those machines. Staff updated user templates and worked on scripts to install on all machines when necessary. Traveled to all 11 field offices and upgraded all machines to XP/XP office or W2K/XP office. Also upgraded all machines in central office to XP/XP office or W2K/XP office. Swapped out 15 machines to prepare for upgrades. Traveled to Louisville Field Office to rebuild a server. Replaced motherboards on 9 machines. Replaced harddrive in machine. Placed service call on 10 Lexmark printers. Place service call on 12 machines. Set up machines for 3 new judges and their staff. Staff attended ad hoc committee meeting on Web page. Built new ghost image server. Traveled to Lexington on 3 different occasions to move Board members, do virus check and critical updates on all machines and move Administrative Assistant. Staff

rebuilt WEB server. Worked on laptops to get profiles for new Judges. Staff worked with CompLaw representative to put CompLaw back on rebuilt server. Staff held meeting with Agreements and Open Records sections to discuss printing of documents and other issues involving SIMBA. Updated 2 UPS machines to XP. Updated image for 6579 and 6794 machines. Staff traveled to Louisville to upgrade 2 laptops. Staff did Kofax 3.75 testing of scanning workstation.

Worked with Labor and Administrative Services to get a scanner maintenance program set up. Worked with Administrative Services on getting surplus removal. Traveled to Owensboro and Mt. Sterling field offices to remove network and computer equipment to close those offices. Created SP3 scripts. Did research on user password expiration list. Design and Development released several new builds of SIMBA implementing the most requested features. Ongoing business analysis and development on SIMBA. Implemented a Quality Assurance build environment for SIMBA to better find any problems before they reach production. Started planning and creating content for a SIMBA training. Developed and placed into production a FTP program for EDI to automate the nightly transfer of files. Continued POC EDI development to allow for faster processing of transactions. Updated the OWC website with several miscellaneous changes.

Technical Support attended 4 classes & Design and Development attended 4 classes making a total of 8 classes during this quarterly period.